**Job Title**: Customer Success Manager

**Location:** Mississauga, ON

**Experience:** 2-4 Years

**Job Type:** Full-Time

**Job Description:**

Reporting to the Cyber Intelligence Centre Manager, the Customer Success Manager (Information Security) will have client-facing responsibilities in the fulfillment and delivery of Stratejm’s Security-as-a-Service. The Customer Success Manager (CSM) will be expected to manage the relationship between clients and the Cyber Intelligence Center (CIC) as well as developing and driving the relationship forward towards positive growth. The role requires experience in the fulfillment and delivery of cybersecurity solutions and supporting role in managing security incidents, event monitoring, analysis and threat hunting.

**Roles & Responsibilities**

* Front-line customer facing support role within the Cyber Intelligence Center. The Customer Success Manager is responsible for the overall growth, quality, and satisfaction of the customer’s services relationship.
* Participate in technical and operational meetings, weekly incident review, monthly operational review, service review and project meetings, tracking resulting action items to completion.
* Responsible for excellent delivery of services across the entire support lifecycle, including Incident Management / Escalations and Proactive Remediation Services.
* The Customer Success Manager will be required to be proficient in understanding Stratejm’s Security-as-a-Service portfolio and be able to articulate the value of these services to our customers.
* Develop customized reports and presentations and provide technical knowledge transfer and analysis to clients on performance status, trends, and metrics.
* Report common and repeat problems (trend analysis) to Management and propose process and technical improvements.
* Provide consultative advice in security principles and best practices as their trusted advisor.
* Proactively work with the Cyber Intelligence Center on Threat Hunting and offer consultative advice in security principles and best practices, demonstrating problem solving skills that contribute towards the resolution of any issues that arise.
* Engage with vendors to ascertain technology details pertinent to customer issues.
* Must have demonstrated knowledge, experience and understanding of the following:
  + IT operations management.
  + Security Information and Event Management (SIEM)
  + Intrusion Detection and Prevention
  + Vulnerability and Patch Management
  + Cyber Intelligence and Threat Hunting

**Skills and Qualifications**

* College diploma or degree in a relevant field (Computer Science, Management Information Systems) or comparable work experience.
* 2-4 years of relevant experience in areas such as client advocacy, technical support and/or managing technical projects.
* B2B relationship intelligence, including an ability to read and understand contractual obligations, service level agreements and scope definition.
* Exceptional ability to communication clearly and effectively, both verbally and in writing with excellent research and information gathering skills.
* Technical certifications (current within the last 5) years from any of the following vendors: Cisco, EMC, Palo Alto, McAfee, Checkpoint, F5, RSA, Red Hat Linux, VMware, Fortinet, Microsoft or other comparable vendors.
* Self-motivation and able to take responsibility.
* Able to manage and prioritise tasks and time efficiently.
* Able to demonstrate initiative and a proactive approach to daily tasks.

Interested candidates are asked to submit a copy of their CV in .PDF format to [careers@stratejm.com](mailto:careers@stratejm.com)